



Job description

Job Title:	Intensive Housing Management Officer
Post Number:	101CN
Grade:	5
Directorate:	Housing and Communities
Reports to:	Intensive Housing Management Team Leader

Purpose of the job

To provide a housing support service to tenants in sheltered and/or designated properties. Work with and/or refer appropriately to internal and external support services to assist with complex issues faced by tenants.

Main areas of responsibility

- Maintain individual tenant's records and person-centred risk assessments using appropriate IT systems. Assist tenants to understand their rights and responsibilities under their tenancy agreement.
- Encourage and support tenants with appropriate benefits needs, signposting to relevant agencies in the case of complex issues as necessary.
- To carry out weekly safety tests in dedicated schemes and maintain a safe and healthy physical environment for tenants and staff responding as required to health and safety issues.
- To be responsible for your own personal safety in line with the Council's policies.
- Manage secure access to schemes for tenants, staff, visitors, and maintenance and service contractors.
- Facilitate viewings and assistance with individual accommodation needs and risk assessment.
- Address enquiries from tenants for repairs and other associated issues in line with Council guidelines.
- Support tenants to live safely and independently by carrying out welfare checks either face to face or over the phone as appropriate
- Monitor rent accounts for new or tenancies at risk through arrears and

ensure that appropriate action is taken to protect the Council's interest

- Assist residents to challenge and report ASB issues.
- Install lifelines for council tenancies and to liaise with Harborough Control Centre
- When vulnerable tenants are deemed to be at risk ensuring they are escalated to appropriate safeguarding services To ensure high standards of customer care are maintained and that all enquiries from the public and Elected Members are dealt with efficiently and courteously.

Values

To promote and ensure our values are embedded in all aspects of service delivery and partnership working:

- **We Care:** Valuing others and developing ourselves; committed and passionate about what we do.
- **We Innovate:** Ambitious, creative and resourceful; responding positively to challenges.
- **We Achieve:** Taking responsibility and seeking excellence; always proud to serve.

Health and Safety

To take reasonable care for the health, safety and well-being of yourself and others who may be affected by acts or omissions at work.

Equality

Melton Borough Council has a moral and legal duty to demonstrate fairness to our community, service users and staff. We aim to ensure our services are accessible to everyone and that our employment practices are barrier free and provide equal opportunities for prospective and current employees.

Criminal background check

Safeguarding children and adults is of utmost importance at Melton. This role has been identified as requiring a Disclosure and Barring Service (DBS) check. It is an obligation to disclose any cautions, reprimands or convictions and to update your manager of any changes to your status while employed.

The responsibilities and duties listed above will vary from time to time without changing the character of the post or the level of responsibility entailed. You will be expected to adopt a flexible approach to ensure the efficient and effective implementation of relevant projects, programmes, policies and procedures.

Date Reviewed: 08 June 2021

Reviewing Manager: Intensive Housing Team Leader



Person specification

Experience of working in a support environment with vulnerable citizens.

Good understanding of benefits especially Universal Credit and Housing Benefit

The ability to communicate with a wide range of groups and to sign post to agencies

Strong listening skills and the ability to problem solve

Ability to establish & respond to customers needs in the most appropriate manner

Ability to defuse difficult situations

Ability to maintain professionalism, particularly in stressful, emotional or difficult situations

Ability to work as part of a team

Committed to continuous service quality improvements

Enthusiastic and self-motivated

Good working understanding of safeguarding

Good ICT skills

Commitment to Council policies on Equalities, Health & Safety and Customer Service

Full Driving licence

Enhanced DBS Check

Qualifications

Minimum GCSE in English & Maths